

THE TRANSFORMER

PURPOSE

The purpose of The Transformer is to provide all Air Force transporters a chance to see what their counterparts are doing in the quality arena. It is a product of an Air Force Wide Transportation Process Action Team whose mission was to find a way to communicate quality crosstell information to all transporters. This service is only one part of a three-part process to gather crosstell and then pass it on to all transportation organizations and units. We encourage you to make copies of each issue and pass them on to all personnel in your unit.

The Transformer is distributed on a quarterly basis. If your unit personnel would like to contribute, please contact your organization or MAJCOM POC (MAJCOM POCs are listed at the end of this document).

If you have a good idea, share it!

HOT! NEW E-MAIL INFO.

As the publishers of The Transformer, we have been struggling with the distribution problems via e-mail since taking over the program last year. On the "up side," e-mail is the quickest distribution mode. But on the "down side," we have run into several serious problems.

Due to the vast number of e-mails we send out at distribution time, we tend to cause our LAN to crash. This not only effects the distribution process, but spoils the day for 50 other users. Also, it is practically impossible to keep up with the ever-changing e-mail lists. And finally, since it is impractical to keep track of our customers' file preferences (text or Word) on our distribution lists, we



have had to attach both...which makes the e-mail file large. But we have come up with a workable solution. Please read the following article:

Capt Schrauth, Program Manager

MAISER Works for You

As you see this issue of The Transformer spit out of your fax machine, or pass through the in/out boxes of your organization, let me offer a more personal method.

JPPSO-San Antonio has implemented a mail server option which allows you to request The Transformer to be delivered right to your desk (your virtual desk). You can now send an e-mail to JPPSO-San Antonio and automatically get this issue of The Transformer, an index of files available, and/or help on our mail server system.

One thing I've discovered about e-mail systems is that they all have similarities, regardless if you use cc:Mail, DaVinci, MS Mail, Pegasus, etc.: They all have a "To:" block, a "Subject:" block, and the "body" where you type in the message.

In the "To:" block, type **maiser@jppso.rnd.aetc.af.mil**. At this point some of you are asking yourselves, "Who is MAISER?" Well, MAISER is short for MAIL SERVER. We didn't come up the acronym, it came with our program.

Any information in the "Subject:" block is for your own benefit. It is ignored by the mail server, and sent back to you with the information you requested.

The heart of this new option is in the body of your e-mail. If you want to receive this issue of The Transformer, type SEND TF8.TXT (text version) in the body of your e-mail. or SEND TF8WORD2.UUE (Word 2.0 version). By the way, the case of the text is not important. The Word version has been uuencoded so it can be sent via e-mail. When you receive it, your e-mail system may be able to uuencode it automatically as TF8WORD2.DOC. If it doesn't, and you don't know how to uuencode, contact your system administrator for your specific e-mail system.

We will be adding more files to the mail server as they are published. To get a list of all available files, type the word INDEX in your body. Similarly, type the word HELP to get help on our mail server system. Remember, don't type the word SEND in front of the INDEX or HELP commands, just in front of file names, such as TF8.TXT.

Please let me know if you have any questions, comments, or problems with the mail server.

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AERIAL PORT OPERATIONS**AMC Passenger Advocate**

When AMC Policy Directive 24-2, Policy for Passenger Travel Aboard AMC Missions, was published, the AMC Passenger Advocate concept was launched.

Originally suggested during the April 1995 AMC/CC chartered Space Available Steering Group meeting, the group "borrowed" the idea from the military health care arena where a patient advocate helps customers successfully deal with what can seem to be insurmountable problems. Likewise, most AMC customers are not "professional travelers" and may not understand what we, the airlift professionals, take for granted.

The Passenger Advocate is formally empowered to look at AMC travel from the passenger side. The advocate dedicates their efforts toward keeping the passenger informed. The advocate does whatever is necessary to maximize travel opportunity and quality passenger service. Advocates provide passengers with information on local lodging, dining, transportation, other travel-related services, and can guide passengers to the appropriate agency to resolve "paperwork" problems. In this way, we treat each customer as if we are their "temporary sponsor." AMC passenger advocates are highly visible and readily available to passengers during terminal operating hours and wear a badge for easy identification.

In summary, none of the "advocates" responsibilities are new, and we have been doing this job and doing it well for years. What the AMC Passenger Advocate program has accomplished is to help the traveler know where to go to get travel assistance and information.

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AMC Passenger Bill of Rights (AMCVA 24-8).

This visual aid advertises the AMC commitment to deliver quality customer service to all AMC passengers.

All AMC passengers are entitled to: (1) Courteous service; (2) Accurate information; (3) Maximum opportunity to travel, compatible with mission requirements; (4) Safe flight; (5) Clean and comfortable facilities during posted operating hours; (6) Transportation to and from the aircraft; (7) Your baggage--right place, on-time, undamaged.

Look for this AMC quality service pledge **PROMINENTLY** displayed at all AMC passenger service activities. The bill of rights spells out what the customer can expect from AMC and reminds AMC what the passenger expects.

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AMC Passenger Survey

The streamlined, 10 question AMC passenger survey was introduced to the AMC traveling public in January 1996. While the new survey's "user friendly" format has positively influenced participation, only about one third of the surveys are individually mailed to the headquarters by the passenger, prompting us to take a hard look at the 47 cent unit cost of a postage-paid card.

The biggest influence on passenger survey participation remains AMC informing the passenger of the survey's importance and how to turn it in throughout the passenger's AMC

travel experience . . . check-in, in-flight, and arrival/baggage claim.

During a recent worldwide tour of the AMC passenger system, we found a wide variety of survey support . . . from full briefings to no information at all.

The AMC passenger survey is our "finger on the system pulse" and is forming the foundation of future passenger policy and procedures. We ask that all passenger agencies continue supporting the AMC passenger survey effort--make sure our passengers know we value their observations, that the time they invest in completing the survey will influence the future of AMC passenger service/travel, and how to turn in their survey forms.

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Baggage Interlining

For many years, AMC has touted baggage interlining as one of the Category B charter advantages--and if your Category B flight destination is not your final destination, you will quickly develop an appreciation for the baggage interlining program.

Just what is baggage interlining and how does it work? Baggage interlining is the ability to check one's luggage through to destination. For example, you are to travel TDY from Chicago to Atlanta via Airline X to connect with your Category B charter flight to Howard, Panama. If Airline X has signed up to interline with AMC, you should be able to check your luggage through to Howard.

Each year, AMC and the air carriers, through the Air Transport Association (ATA) in Washington DC, agree to accept interlined luggage subject to certain "time and distance"

criteria. Basically, passengers with connecting times not less than 1.5 hours but not longer than 4 hours are eligible to interline luggage. The passenger's connection must also be in the same terminal complex as the servicing AMC flight. According to ATA, the AMC flight designation "MC" is recognized throughout the United States and they anticipate 100 percent ATA membership participation.

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New Load Planning Software Released

In January, Headquarters Standard Systems Group released the latest version of the Computer Aided Load Manifesting (CALM) Program. The new program provides several enhancements over previous releases.

The CALM program aids the load planning of the C-130, C-141, C-5 and KC-10 aircraft. Version 5.2 now provides the capability to generate load plans for the C-17 Globemaster III. Users can preplan and manifest cargo loads in support of normal and contingency operations.

Recent changes include several enhancements to expedite the load planning process. First, a completely new "autoload" function provides the user the ability to generate load plans in fractions of the time it would take manually. The system allows the user to select as many as ten different aircraft to be load planned. The system selects cargo items from a database and positions them in an appropriate location of the aircraft.

Second, the new system replaced the old "load and storage" codes with the new hazardous classes in accordance with AFJM 204-04. The

user can identify up to four different hazardous classes for each cargo item. During load planning, the system will generate warnings if incompatible items are incorrectly positioned on the aircraft.

The program runs on any IBM compatible personal computer with at least a 386 processor and at least 4MB of RAM. If you would like to receive a copy of this program, contact: MSgt Pat Parent (pparent@b856s1.ssc.af.mil) or SSgt Joe Kolinski (jkolinski@b856s1.ssc.af.mil) at DSN 596-5959.

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Action Workout for Cargo Processing

The movement of originating cargo from truck dock to pallet buildup is very slow and labor intensive...NOT! At least not at Travis AFB, California. Personnel at the 60th APS identified process inefficiencies, numerous cargo hand offs, and long pallet build-up times. So an action workout (AWO) team assisted the Travis AFB aerial port in addressing cargo processing from the truck dock to pallet buildup.

A previsit was conducted 8-12 Jan 96 to train personnel in action workout procedures and analyze cargo processes in the port. Aerial port personnel identified cargo in-check at the truck dock and pallet buildup as the two major cargo processes. Two teams were formed--one to look at each process. Each team gathered data through observations, time studies, and charts.

The action workout event took place 29 Jan-2 Feb 96. The two teams joined together and, based on their

observations, implemented process changes to simplify cargo movement through the port. Within the cargo processing function the team focused on three areas--one team flow, Fed Ex small package processing, and customer built pallets. Initial results are impressive.

The new one team flow produced savings in manpower, pallet buildup time, and cargo movement. The number of people to process a piece of cargo across the warehouse went from 8 to 4. They reduced pallet build-up time by 40 minutes from 70 to 30 minutes. The amount of time for a piece of cargo to move from the truck to a pallet was reduced from 9 to 3 hours and the cargo travel distance per pallet was reduced from 3,700 feet to less than 500.

An improvement in the Federal Express small package process produced additional savings in manpower and cargo movement. On an average of 400 pieces of cargo per day, man-hours decreased from 32 to 15 and the cargo was air ready in 8 hours instead of 16 from time of delivery.

The customer built pallet process proved successful as well. The time to process pallets from the truck to air-ready status was reduced from 3 hours to just 30 minutes and the travel distance for pallets went from 3,600 feet to just 100 feet. This allowed personnel to double production from inchecking 4 trucks per day to 8 truck loads.

Overall, cargo handling and processing times have been reduced. The 60 APS improved utilization of personnel, developed efficient communication, and they eliminated process redundancies--A total success. Congratulations to all the personnel at the 60th APS, Travis AFB CA.

The command believes the benefits derived from one-team flow, the development of small package

handling processes and customer built pallets dramatically effect port processing times. This will allow better scheduling of aircraft and reduced port hold times for all cargo.

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VEHICLE MAINTENANCE

Fuel System Solution for PSI MB-4

Having problems with fuel system on PSI MB-4? You know, leaks around the fuel filters, air in the fuel system, cracked bowls, or just hard to start when cold. Well here at Tyndall AFB FL we discovered the solution. To correct all of the preceding problems is the simple replacement of the water separator assembly and the primary fuel filter assembly. These parts come straight out of the 10K Hyster Forklift T.O. 36A10-3-34-4, and are stock listed. Below is all the information you will need to order your filter assemblies:

NOUN: Water Separator Assembly
CAGE: 30076
PART #: 271047
NSN: 4330-01-098-2157
FIG: 31 IND: 44 QTY: 1
COST: \$70.88

NOUN: Fuel Filter Assembly
CAGE: 13446
PART #: 2656F802
NSN: 2910-01-323-7373
FIG: 31 IND: 22 QTY: 1
COST: \$56.88

Caution: If you are contemplating this procedure for late model tugs, be sure you check with the manufacturer to insure no warranties will be voided.

With this filter assembly replacement, we no longer have the fuel problems we had in the past. There are no more broken or cracked fuel bowls, no leaks, and the PSI MB-4 starting problem has been almost eliminated. We owe this ingenuity to Mr. Paul Runk and Mr. John Jones. You can reach them at DSN 523-4031.

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New Style Stenciling Machine

In order to comply with strict environmental constraints, and also wanting to reduce the hazards of painting for our technicians, we recently purchased a Gerber Grafix4b lettering machine.

This machine has saved us many hours away from the painting facility. It comes with 7 different fonts for lettering styles and we do license plates, all stenciling on refuelers and any other marking requirements. The exterior adhesive is guaranteed for 7 years and withstands all weather elements.

There are hundreds of colors available and will do from 1/2" to as large as 36" letters and numbers. There is a "military block" font cartridge available so everything that we have done conforms to all directives.

The machine costs \$5,000 and is well worth it.

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OLVIMS Update: VZ Transaction Fix for Update 16 and 17.

There is a problem with OLVIMS that is creating havoc with quarterly CAFVIMS data. Within OLVIMS, if a VZ transaction is input with no cost data in the cost field, a large negative number will appear in the GEN data file and a large positive parts charge (usually over 99k) appears in the CAFVIMS file. This problem has a direct impact on hourly wage rates, cost per mile on the PCN 032 report, and parts cost reported in CAFVIMS and must be fixed immediately.

The fix for this problem is to copy the new NVQTVZ.EXE file into your /olvims/system directory. This file is located on ACC/LGTV'S (DSN 574-8670) and SSG'S (DSN 596-5682/2487/2159) BBS. Or, if you have internet access, you can download the file at <ftp://revis.acclog.af.mil/lgtdiv/wildcat/xfers/lgtm/nvqtvz.exe>.

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Don't Dirty the Earth After Cleaning Your Shop!

Note: This article was reproduced from the December 1995/January 1996 issue of the Global Environmental Outreach.

When you think of hazardous waste in our work area, you probably don't think about industrial rags, but you should. Industrial rags are used in base maintenance shops to wipe down equipment and equipment parts, to wipe up spills, and to do general cleaning. The type of rags required varies, depending on the application, but rags can be divided into two general categories: virgin rags, which contain no abrasive materials, starches, or oils; and laundered rags, which may contain small amounts of these materials.

Virgin rags are required sometimes when wiping down parts that could be damaged if lightly abraded or exposed to chemicals, while laundered rags are used for general industrial purposes. But what happens to the rags when they have served their purpose or simply wear out?

Too often, industrial rags are simply thrown in the trash, even though they may be contaminated with hazardous solvents and other hazardous materials. Do not throw contaminated rags in the trash unless they have first been characterized by your environmental office and a proper method of control has been established. As landfill operators become more aware of the characteristics of different waste streams, more often these rags are being rejected when presented at landfills as nonhazardous waste, as they should be. It is your responsibility to properly dispose of your waste rags.

There are several options you can practice easily and efficiently: Once virgin rags have been dirtied, use them as industrial rags. Do not dispose of industrial rags until their useful life is absolutely over; they can easily be laundered and reused.

Because some states have very specific restrictions, find out from your environmental office what the requirements are for rag disposal and/or laundering. When laundering soiled rags, be sure to use an established industrial launder with a proven wastewater treatment system capable of handling the contaminants in the rags.

When disposing of rags, be sure to treat them as hazardous waste if they are determined to be hazardous by your environmental office. If your rags have not been characterized, request assistance from your environmental office.

These steps not only save money, but also reduce the liability involved with the generated waste. Further, for the sake of pollution prevention, use decomposable machinery wiping cloths whenever possible. These heavy-duty, 4-ply towels can be ordered through GSA and are decomposable in landfills and the marine environment. [GSA contact: Virginia Skipwith, (817) 334-8676.]

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Re-Refined Engine Oil Now on Contract.

Note: This article was extracted in part from the December 95 issue of the Fuels & Lubricants Quarterly Bulletin.

A contract has recently been awarded for supplying re-refined automotive administrative service engine oil (API Service SH) to the DOD and other federal Agencies. The Defense General Supply Center (DGSC) has awarded a contract for re-refined automotive administrative service engine oil to the Gard Corporation of Kansas City KS. The oil is made from recycled products, meets American Petroleum Institute's Service SH Category as is required under Commercial item Description CID A-A-52039, and is available for all customers.

Three (3) NSN's may be ordered via MILSTRIP/FEDSTRIP as follows:

Viscosity: SAE 10W/30
Unit of Issue: Box of 12-1 Qt bottles
NSN: 9150-01-413-6897

Viscosity: SAE 10W/30
Unit of Issue: 5 gallon container
NSN: 9150-01-413-6892

Viscosity: SAE 10W/30
Unit of Issue: 55 gallon drum

NSN: 9150-01-413-6990

These products are on a Direct Vendor Delivery (DVD) contract, so the oil is fresh and delivered directly from the manufacturer's plant to your door within 15 days (for overseas customers, delivery may take slightly longer to reflect shipping time). For your convenience, there is no minimum order quantity for these DVD deliveries.

For more information on these products, please call Ms Robin Champ, DGSC's Petroleum Product Executive at (800) 345-6333 or DSN 695-4908. The Defense General Supply Center (DGSC) has been renamed the Defense Supply Center Richmond (DSCR) effective 1 January 1996.

Executive Order 12873 mandates the use of re-refined oils. See AFMAN 24-307, paragraph 1.29.2 for the new requirements.

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MEEP-NEW PRODUCTS

Program Manager Note: The below product descriptions have been edited to conserve space. For complete descriptions, see The Transformer internet edition, try our new MAISER e-mail feature described earlier in this issue using SEND MEEP8.TXT in the body of the e-mail, or contact the Air Force MEEP POC.

Shop Scissors Jack, 5 1/2 Ton Model TSJ-55 "Air Scissors Lift", made by Gray Automotive Products Co, 1316 Frederick Ave, St Joseph MO 64502, 1- 800-821-7320. It has a 45 inch forward reach 53 1/2 inch high lift height with yokes; 100 percent air operation that is smooth, fully portable and provides excellent stability; and

multi-saddle adjustments. Drop axle adaptors are available for lower starting height of 6 1/2 ". It is much better than the 4 K Scissors Jack or 11K Trk/Trlr jacks that were previously in TA 457. Those air jacks had limited reach and were difficult to accurately place under most vehicles. It is especially useful in lifting vehicles where the rear axle assembly is set back a considerable distance from the body. This lift can be purchased under NSN 4010-01-399-1285 and is included in TA 457, Pt A, as a Jack, Air Operated 5.5 Ton Truck and Trailer with a BOI of A 1, B 3, C 5, D 6 and E 8.

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Automatic Air Brake Drain System made by Clear Drain Div, Melville Industries Inc, 1040 Broadway, Westville NJ 08093, 1-800-999-6163. Designed to eliminate air system contamination, it is a solid-state, fully automatic, preventive maintenance system featuring ignition control. The systematic purging - every 15 minutes from the wet tank for a full five second duration - results in a continuous clean/dry air system. Plus, with vehicle shutdown, device automatically drains the primary tank to Zero (0) PSI. This product meets the OEM requirement for compressed air systems to be drained at the primary tank. It is virtually maintenance free, self-cleaning, self defrosting, and self-lubricating. The product is easy to install, taking less than one labor-hour. Savings can be gained through elimination of replacement parts for the air brake system, and the number of labor hours spent on repair, estimated to be about \$11,782.80 at the test sites. It is suggested this

product, or one of equal quality and design, be installed on Air Force vehicles without air dryers, or as a replacement for air dryers when they need replacing. Product should be procured using established local purchase procedures.

POC: See Air Force MEEP Above.

Bearing/Bushing Remover/Replacer:

Tool kits are available from Multi-Punch Inc, 12980 NW 30th Ave, Opa-Locka FL 33054, 1-800-346-8665.

This tool can be used five different ways: basic use, using adaptor and cap; hydraulic press using adaptor and cap; drift punch, using drift punch instead of cap; slide weight pulling and slide weight pushing.

Kit #1 contains adaptors from 1/2" to 1 1/2", and kit #2 has adaptors from 5/16" to 1 1/2"; one cap; one extension rod; and one slide weight.

Incorrectly installed or misaligned bushings/bearings shortens equipment life and increases maintenance costs. Much of the current tools are outdated and time consuming to use, such as the Bushing, Bearing and Seal Driving Set obtained under NSN 5110-00-150-7761. The Multi-Punch was used to remove and replace bushings on tow tractors, and various brake shoe bushings on other vehicles, including a 40 foot trailer. The kit is compact but contains most parts or adaptors needed. It is listed in TA 403 under NSN 5120-01-363- 0189, BOI of "As Required" or is available through GSA under that same number.

POC: See Air Force MEEP Above.

Absorbed Acid Cell Battery: A sealed, maintenance-free battery that combines proven lead-acid electrochemistry with new construction is available from Optima Battery, 17500 E 22 Ave, Aurora CO 80011, (303) 340-7440/Fax # (303) 340-7474.

The Optima battery has longer service life, charges quickly, and provides more starts - in the hottest or coldest climates. It is not affected by vibrations and other conditions that destroy ordinary batteries; and does not contain liquid electrolyte to spill or leak out. In SAE tests, ordinary batteries had a life span of about 4,000 starts while the Optima battery lasted 9,000 to 12,000 starts. It offers 8 to 10 years of normal automotive use. It can be completely charged at 20 amps in 2 3/4 hours.

Primary advantages: No corrosion is formed on the battery terminals or in the battery box tray; it can be mounted in any position desired, without having to worry about acid leakage; and the battery has both top post and side terminal connections. The battery is small and will fit any vehicle in the Air Force inventory.

The battery is available under NSN 6140-01-374-2243, P/N 800-U, with a price of about \$100.44 each.
POC: See Air Force MEEP Above.

"Magnum Plus" Technician Tool Boxes, made by Waterloo Industries Inc, 300 Ansbrough Ave, Waterloo IA 50701, (319) 235-7137, feature steel ball bearing slides on all drawers, full extension drawers with built-in dividers, double bitted pick resistant tumbler drawer lock, and electro deposition paint process provides a durable finish. Boxes tested are: 13 Drawer Mobile Tool Chest, P/N 50813SS, drawer lock in top compartment controls access; 10 Drawer Mobile Tool Cart, P/N 50710SS, 46" x 24" work surface, foot operated over center locking brake; and 6 Drawer Side Cabinet, P/N 79006SS.

The Magnum 13 Drawer Tool Chest (PN 50813SS) sets on top of the 10 Drawer Mobile Tool Cart. This system is the ideal tool kit for deployment. Three or more

technicians at bare base locations can be supported by one of these box systems and be able to accomplish any vehicle repair task. The tool kit is made with gas-spring cylinders for the lid to eliminate the possibility of the lid falling on someone. The boxes are constructed of thicker than normal steel for tool boxes and has a load capacity of 2,000 lbs. They are categorized as ERRC N (expendable), and can be procured through GSA; i.e: Ten Drawer Tool Cart, NSN: 5140-01-315-6099, P/N 50710SS and Thirteen Drawer Tool Chest, NSN: 5140-01-386-0337, P/N 50813SS. POC: See Air Force MEEP Above.

Exhaust System Grommet Fastener

Puller: "Grommet Grabber," made by HUTH Manufacturing, 260 Grant Street, Hartford, WI 53027, 1-800-558-7808, is a tool that forces exhaust hanger brackets out of their straps with a squeeze of the handles - just apply pressure and the hanger pops off. Until now there was no known tool in the inventory that will remove rubber grommets from exhaust hangers without damage. Rusty metal glues itself to the rubber, which is almost impossible to break loose, and then the flared tip of the bracket must be forced through the rubber grommet. Most of the time the bracket is just cut off and replaced with a new one. This is time consuming and costly. This tool will make this task easier, saving time and money. Safety is enhanced, ie: previously personnel usually got bruises and skinned knuckles due to prying and pulling on components. The tool can be procured via established local purchase procedures. The manufacturer is hoping to have the tool listed with GSA also.

POC: See Air Force MEEP Above.

Portable Vehicle Lift, Model P-6, made by Mohawk Resources Ltd, P.O. Box 110, Amsterdam NY 12010, 1-

800-833-2006, can be used indoors or it can be rolled outside on any solid, level surface. The "no-post" design won't restrict opening vehicle doors; it offers complete undercarriage access; and requires no installation. Each lift is shipped fully assembled and operational; can lift 6,000 lbs over 6' in about 30 seconds. The lift is designed to be ideal at full height for undercarriage transmission and exhaust work, or 2 to 3 feet off the ground for brake work, wheel service, and body work. It can be moved by one man. Optional power sources: battery or wall plug. The battery powered unit does not need to be connected to electrical power except to charge the battery. The lift can also be picked up by a forklift and transported to other locations. Aligning a vehicle on the lift is easy, with four swing arms, and doesn't require the lift to be moved back and forth to adjust to vehicle length. Also, the vehicle can be driven on or backed on the lift to facilitate the type of work being done. Further, the remote control of the lift allows craftsmen to monitor how the vehicle is aligned when lifting. The portable nature of the lift and its relatively light weight of 2500 pounds, make it an excellent addition for any unit with a high mobility tasking. This type portable lift can be purchased though GSA under NSN 4910-01-411-1227.

POC: See Air Force MEEP Above.

Spark Plug and Bolt Thread Starter,

Model 08310 Steelman Spark Plug Thread Starter, and Models JSP8350 and JSP8350 Screw, Nut and Bolt Thread Starters, made by JS Products Inc, 4083 S Industrial Rd, Las Vegas NV 89103, 1-800-255-7011.

A. Model 08310 is designed to start spark plug threads without cross threading; reaches those tough to reach spark plugs; saves time; bright neon orange color makes it easy to guide the

spark plug accurately to the hole; flexible shaft bends and holds any angle; cap holds most spark plugs; cannot damage plug; and comes with a one year warranty.

B. Models JSP8350 and JSP8360 are made to start hard to reach screws, nuts, and bolts; flexible "finger sockets" hold fastener head sizes from 1/4 inch to 11/16 inch; finger touch sensitivity; helps eliminate cross threading; flexible shaft bends and holds its shape.

Threaded items in hard-to-see areas are usually started by trial -and -error, primarily using touch and feel methods. This frequently results in cross threaded conditions that require repair or replacement of the threaded item. Products were used at three different vehicle maintenance shops. The spark plug starters were found to be almost indispensable when it came to changing plugs in some of today's cramped engine compartments and on transverse engines where rear plugs are hard to reach. There was also a safety aspect in that the tools enabled technicians to change plugs on hot engines without the chance of being burned from a hot exhaust manifold. One of the test sites identified a specific case where they were able to reduce the time on replacing a vehicle dash from 6 hours to 2 1/2 hours using the thread starter. These tools can be procured via established Local Purchase procedures.

POC: See Air Force MEEP Above.

High Performance Hose Speed

Clamps, made by Hella Inc, 201 Kelly Dr, Peachtree GA 30269, 1-800-247-5924, are made from a tough glass-filled nylon; they snap in place with normal pliers; have a positive locking action; can be easily re-tightened or removed; are available in sizes from 1/4" to 2 1/4"; have a temperature working range of from -45 degrees to +270 degrees F; a rated working

pressure up to 125 PSI, and are resistant to shop fluids and most chemicals.

Most popular design hose clamps require two hands to be able to tighten them in most applications, but with space limitations under a hood that is not always practical. Further, some clamps can be over-tightened, causing damage to the hose and the parts that they secure. These clamps are easy to use, especially in cramped areas where it is often very difficult to get a wrench or screw driver to tighten the metal screw type clamps. The variety of sizes in the kit ensures that the right clamp will be available for the job, and as needed replacement clamps can be ordered individually. The ease of use makes them a much safer clamp to use in some of the tight places in modern engine compartments. There were no failures of the clamps during the test period and all test sites stated they have taken action to have these type clamps put on their bench stocks, and in some cases mobile maintenance trucks. Clamp kits should be procured via established local purchase/COPARS.

POC: See Air Force MEEP Above.

Wheel Seal Remover Tool, distributed by DAT, Heavy Duty and Automotive Marketing, P.O. Box 3512, Boardman OH 44513, (216) 270-0542.

Remove virtually any wheel seal found on heavy equipment quickly and easily without damage to wheel parts or bearings using only one forth the normal time. The wheel seal remover is approximately 33" long and weighs about 8 lbs. This seal remover makes it much easier to remove large seals found on heavy equipment.

We only tested the large tool, P/N SRT-1 which sells for about \$42, but one for use on smaller vehicles is also available under P/N SRT-2, costing about \$21. Both tools should be

procured using established local purchase procedures.

POC: See Air Force MEEP Above.

VEHICLE OPERATIONS

Fuel Key Coding for UDI Vehicles

During this age of budget cuts and customer service, new and inexpensive ideas are a must. After benchmarking ideas from other organizations, we recently instituted a program that enables the Vehicle Identification Link (VIL) fuel key to be recoded to a particular unit's supply account. When a customer signs out a U-Drive-It vehicle (UDI), the VIL key is coded on-the-spot to the appropriate unit.

At present we are only using this system on maintenance replacements and UDI's going TDY. But, by the beginning of the next fiscal year, this program will cover all outgoing vehicles. The time delay is to allow units to budget for fuel costs.

The system setup is easy, inexpensive, and legal. The fuel gets paid for, not with transportation funds, but with the using organization's funds.

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GMV Driver's Digest

This digest was developed to bridge the gap between semi-annual VCO meetings. More significantly, it allows us to communicate directly with all vehicle operators, thus strengthening the Vehicle Care Program.

It contains informal information articles from the Squadron Commander, LGTM and LGTO. The article subject areas include; Key Personnel, Hours of Operation, Maintenance Tips, Operations Tips,

And Areas of Improvement in Operator Care.

We designed this digest to reach out and touch every Government Vehicle Operator across the wing. The digest is published on a quarterly basis and is distributed to every organization we serve, with additional copies maintained in the Customer Service areas of Vehicle Maintenance and Vehicle Operations.

The result? Improved communications with customers on all areas pertaining to Government Vehicle operations, improved customer relations, and a proactive vehicle care program.

Note: You can get a copy of the digest using MAISER (see page 1), using SEND GMVDGST.UUE in the body of the e-mail.

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TRAFFIC MANAGEMENT

Let Your Fingers Do the Walking

One of our newest and hardest working members of Team Tyndall's personal property element is our robotic counselor, Touchy.

Standing tall in the hallway of the Combat Support Center, he greets everyone entering the TMO with a shimmering invitation to touch his glowing face. When you do, he comes alive with an encyclopedic offering of advice on the storage and movement of personal property.

From DITY Moves to POV shipments, Touchy knows all and tells all. Put your finger on your area of interest on the surface of his cathode ray tube, and Touchy will guide you through a short series of menus to the topic that you desire. He'll even quick

print you a copy of text to take with you.

To make sure that Touchy is putting in a full day's work, managers can get an electronic accounting of the number of inquiries for each type of move.

The driving force behind bringing this new technology to transportation is SMSgt Joseph Entwistle, who sees unlimited potential for his brainchild. At four feet high and five feet wide and eighteen inches deep, Touchy can be easily installed in any high traffic area, such as the base exchange, the recreation center, or wing headquarters. SMSgt Entwistle predicts his Automated Counseling Machine will someday serve the same role in the personal property arena that the ATM plays for the banking industry. If Touchy were linked to TOPS, he could be "trained" to make counseling appointments, provide shipment status, and possibly schedule deliveries. In time, he might grow up to around-the-clock full service TMO service center located between the asparagus and cream cheese at a commissary.

In the meantime, we have a dandy resource for answering a broad range of routine inquiries that frees time for our human counselors to expedite urgent situations and coordinate some of our more complex moves.

Customers seem to like our user friendly little guy, and we are looking forward to working with Touchy for years to come.

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Return from Outside Conus to a Processing Station in Alaska, Hawaii, Puerto Rico, or a Territory or Possession.

The passenger, personal property and privately owned vehicle entitlements in these cases are different, and improper application of the member travel and/or dependent travel provisions could negate the authority for reshipment of the personal property from the retirement processing station.

Proper counselling of these members requires a thorough knowledge of the following Joint Federal Travel Regulation references:

U5130, Member Travel (from overseas duty station to home of selection *via the processing station*)

U5345-H3, Household goods movement from the overseas duty station to the home of selection *via the processing station*

Appendix A, Definition of TDY (Period spent at the processing station is TDY);

U5230, Dependent Travel (limited to travel from the overseas duty station to the home of selection *travel via the processing station is not authorized*);

U5410-A, Privately Owned Vehicle Shipment (limited to shipment between the ports serving the overseas duty station and the one serving the home of selection *shipment via the port serving the retirement processing station will exhaust the entitlement*);

U5130-B, Time Limitations (*once transportation in kind (GTR, MTA, etc) is accepted or travel voucher is filed to the home of selection, that election is irrevocable*).

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FedEx to WESTPAC

The use of commercial small package express carrier service has become a mainstay in ensuring the timely movement of high priority cargo throughout the world. The use of this

premium mode, however, can actually delay the receipt at final destination if not properly consigned and documented--shipments to PACAF's Western Pacific (WESTPAC) bases are a good example.

Until very recently, shipments moved by commercial carriers into Japan and Korea took an inordinate amount of time to clear through host country customs, thereby defeating the benefits of this express mode. This resulted in a recommended routing of package express carrier from shipper to Travis and AMC channel lift from Travis to WESTPAC. Although this routing provided quicker service, it still didn't meet the lean logistics standards nor customer expectations. It was apparent that the customs clearance delays had to be fixed to avail shippers of more expeditious means of cargo movement.

In July 1995, a combined effort on the part of our TMO folks in Japan and Korea resulted in procedures to expedite the customs clearance process for package express shipments. However, certain consignment and documentation requirements must be adhered to ensure these procedures work. In particular, shipments consigned to Japan and Korea must be tendered only to Federal Express (for the present time) and, for Korea consigned shipments, shipped on a Government Bill of Lading.

Noncompliance with these instructions will delay customs clearance and delivery to final destination. For example, only FedEx has processes in place for expeditious clearance of military cargo through customs. Other carriers may get the shipment from origin to the customs house just as fast as FedEx (and sometimes cheaper) only to have the shipment delayed until a destination TMO troop is sent TDY to the international airport to effect clearance.

With these new procedures in place, any air eligible shipments that require the "speed of light" movement that AMC capabilities cannot meet should be tendered to FedEx. Please obtain a copy of HQ PACAF/LG message 202018Z Jul 95 from your MAJCOM staff for further information.

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TOPS OCONUS Deployment Schedule

The TOPS contractor who is deploying the system OCONUS, Sylvest Management Systems Corporation, has provided us with a new deployment schedule. This schedule reflects adjustments based on actual dates equipment was ordered by the contractor.

The contract calls for all hardware to be installed by 30 Sep 96, so we don't have much flexibility to extend the end of the schedule:

Australia: 28 Mar-4 Apr
Singapore: 8 Apr-9 Apr
Germany: 18 Apr-6 Jun
Japan: 7 Jun-18 Jun
Korea: 20 Jun-3 Jul
Italy: 24 Jun-4 Jul
England: 1 Jul-24 Jul
Spain: 30 Jul-1 Aug
Azores: 7 Aug
Belgium: 1 Aug-7 Aug
Denmark/Norway: 8 Aug-13 Aug
Iceland: 13 Aug
Greenland: 16 Aug
Canada: 21 Aug
Saudi Arabia, Egypt, Bahrain, and Diego Garcia: 12 Sep-25 Sep
Turkey: 11 Oct-16 Oct

Please note that Sylvest will provide the hardware for Turkey, but installation will be completed by the TOPS PMO.

This schedule, as always, is subject to change. We will provide any future changes via e-mail to MAJCOMs.

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COMBAT READINESS

Officer Training Opportunities

AFIT short Courses are held at civilian universities throughout the year. Two courses are being offered in the Spring. The University of Tennessee offers the "Executive Development Program for Distribution Managers", 28 Apr - 3 May 96. The Air Staff advises there are five quotas available to Lt Cols/GS13 or higher. Northwestern University (NWU) offers the "Advanced Transportation Management" course for Maj/GS 12 or higher. The NWU course will be 13-24 May 96. Announcements are sent to MAJCOMs about six weeks prior to the courses.

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Advanced Logistics Officer Course (ALOC)

The new ALOC will have completed three validation classes by the time this article goes to press. The course will educate Majors on all disciplines within logistics.

Completely paperless, this state-of-the-art course is taught in the new Logistics building at Lackland AFB. The course is ten training days. The goal of ALOC is to develop an officer who understands and is able to manage the balance and interface of the integrated elements of the logistics process to produce maximum support

for warfighting, operational, and training missions.

Each course has at least three transportation officers in it. MAJCOMs were given quotas that represent a balance of transportation, supply, aircraft maintenance, missile maintenance, contracting and joint officers. There are sixteen officers in each class with plans to double the classes in the future.

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Lean Logistics Keeping Pace with Mission by Master Sgt. Louis A. Arana-Barradas, Air Force News Service.

WASHINGTON (AFNS) -- As the Air Force started taking on new roles, its leaders saw that old logistics support methods had to shift to keep pace with mission changes.

What the Air Force needed was a sound and flexible logistics plan that would increase operational capabilities and trim large supply stockpiles, say Air Force logisticians.

The plan developed -- Lean Logistics -- has changed logistics from a "purely supply-based system to a more transportation-based system," said Lt. Col. Rick L. Eyestone, chief of two-level maintenance policy for Lean Logistics.

All the armed services will soon go to a similar program. "But we're the point guys, and proud of that," said Lt. Col. Gary M. Melchor, Lean Logistics chief of transportation.

Key to the program's success -- already in use at some bases -- is a two-level maintenance program which depends on speedy depot repairs and quick movement of parts, Melchor said.

Lean Logistics is the new umbrella for logistics which began with the two-

level maintenance. Before, maintenance included flightline, shop and depot level maintenance, Melchor said. "We've eliminated shop-level repairs for some key engines and avionics and communications systems.

"If we can't fix a part on the plane, it comes off and is shipped to the depot for repair," he said.

About 1,000 items -- chosen because of their reliability and maturity -- are part of the initial Lean Logistics' two-level maintenance plan. But Eyestone expects the figure to jump to 10,000 in July.

For Lean Logistics to work, air logistic centers must be more responsive and provide quicker turnaround of key parts, Eyestone said.

Air Force Material Command is already aggressively overhauling depot maintenance procedures at its five air logistic centers, stated a Feb. 20 AFMC New Service article. "Lean Logistics will only work if the Air Force depot system changes dramatically to a system that's responsive," AFMC Commander Gen. Henry Viccellio Jr., said in the article.

Viccellio also said depot workers must change their mind-set. He said they traditionally focused too much on their own processes and production measures and not enough on meeting the needs of the customers.

With depots lining up to embrace Lean Logistics -- and the elimination of shop-level maintenance -- deployments will be more effective and less costly, Melchor said.

"We've eliminated the need to deploy a unit's test equipment and all the people who use it. That's quite a savings for two-level maintenance squadrons and means more space on transports, which allows increased airlift of mission critical people and items," Melchor said.

Units will deploy with only mission-essential parts and spares.

Once on the ground, warfighters will rely on a transportation and distribution network for parts.

That's where transportation becomes the second key element in the plan, the two logisticians said.

After deployment, initial spares arrive via express delivery on military and commercial aircraft from stateside depots and suppliers -- right up to the front lines. This "Air Mobility Express" comes on-line early, using a stateside commercial express air hub to receive, sort and load cargo bound for deployed forces.

Once in the theater of operation, the theater distribution system gets critical items and supplies to forward bases.

Lean Logistics is the wave of the future, not only for the Air Force, but the Department of Defense. "We've changed the entire logistics process," Melchor said.

Not only are maintainers affected, but the entire logistics community -- from front to back, Melchor said. "Supply people streamlined and improved their processes to both take items from maintenance quickly and issue them quickly. And we changed the rules to allow transportation people to ship supplies using fast commercial transportation."

"Instead of sticking items on a truck that leaves once a week, we now ship stuff by air express to the depot and back every day -- soon, even to places like Tuzla, Bosnia," Melchor said.

The change is giving the Air Force the best airplanes for the mission, Eyestone said. "Lean Logistics lets us move things faster, increases readiness and frees up airlift space. We can get more shooters -- in the best airplanes -- into the war faster."

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OTHER INITIATIVES

Retirement of CMSgt Lunn

Chief Master Sergeant Marley D. (Dean) Lunn, 90th Transportation Vehicle Maintenance Manager, will retire from active duty after over 30 years of faithful service, effective 31 August 1996.

If anyone that has been stationed with him or knows Chief Lunn, would like to congratulate him on his retirement, he can be reached by phone at DSN 481-3269 or write him at the following address: 5501 Polar Bluff, Cheyenne, Wyoming 82009.

Retirement of Major O'Connor

Major Philip B. O'Connor, 90th Transportation Commander, will retire from active duty after 25 years of faithful service, effective 31 August 1996.

If anyone that has been stationed with him or knows Major O'Connor, would like to congratulate him on his retirement, he can be reached at DSN 481-3082, or write him at the following address: 5169 McCue Drive, Cheyenne, Wyoming 82009.

"A GREAT WAY OF SHARING
QUALITY CROSSTELL
INFORMATION"

PUBLISHER

The office responsible for the management of The Transformer is USAF/LGT with delegation to the Joint Personal Property Shipping Office-San Antonio, Texas (JPPSO-SAT). We encourage your participation and ask that you make copies of the "The Transformer" and distribute them throughout your unit.

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Articles can be about quality initiatives, lessons learned, PAT results, etc. The crosstell you originate has to be an action that has had some results, positive or negative.

Articles may be submitted in several ways: (1) E-mail. (2) Fax. (3) Mail disk with article in plain text or Word. (4) Mail hard copy of article.

All articles **must** be submitted through your MAJCOM POC, listed on this page.

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BBS AND INTERNET

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